Electronic Acknowledgement Receipt				
EFS ID:	1374529			
Application Number:	10673118			
International Application Number:				
Confirmation Number:	9237			
Title of Invention:	Method and apparatus for load balancing work on a network of servers based on the probability of being serviced within a service time goal			
First Named Inventor/Applicant Name:	Andrew D. Flockhart			
Customer Number:	48500			
Filer:	Douglas W. Swartz/Debra Kesner			
Filer Authorized By:	Douglas W. Swartz			
Attorney Docket Number:	4366-106			
Receipt Date:	14-DEC-2006			
Filing Date:	26-SEP-2003			
Time Stamp:	13:53:48			
Application Type:	Utility			
Payment information:				

Submitted with Payment	no
------------------------	----

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part /.zip	Pages (if appl.)
1	Information Disclosure Statement (IDS) Filed	IDS_05.pdf	1339590	no	10
Warnings:					

Information:					
This is not an USF	PTO supplied IDS fillable form				
2	Foreign Reference	CA_2143198.pdf	3804018	no	44
Warnings:					
Information:					
3	Foreign Reference	CA_2174762.pdf	3576502	no	39
Warnings:					_
Information:					
4	Foreign Reference	EP00501189A2.pdf	2497219	no	45
Warnings:					
Information:					
5	Foreign Reference	EP_0740450A2.pdf	6067786	no	55
Warnings:					
Information:					
6	Foreign Reference	EP00772335A2.pdf	1016562	no	17
Warnings:					
Information:					
7	Foreign Reference	EP00863651A2.pdf	379498	no	6
Warnings:					
Information:					
8	Foreign Reference	EP_0829996A2.pdf	2580814	no	22
Warnings:					
Information:					
9	Foreign Reference	EP_0855826A2.pdf	1989130	no	18
Warnings:					
Information:					
10	Foreign Reference	EP_0866407A1.pdf	2117957	no	22

Warnings:					
Information:					
11	Foreign Reference	GB02290192Apdf	1001652	no	23
Warnings:					
Information:					
12	Foreign Reference	GB02273418Apdf	1348518	no	60
Warnings:					
Information:					
13	Foreign Reference	WO09856207A1.pdf	1659878	no	41
Warnings:		'			
Information:					
14	Foreign Reference	WO9607141.pdf	985378	no	29
Warnings:					
Information:					
15	Foreign Reference	WO_9728635.pdf	2386822	no	28
Warnings:					
Information:					
16	NPL Documents	ProductFeaturesGuidetoCall CenterAutomationBrockCont rolSystemsp59.pdf	93494	no	1
Warnings:					
Information:					
17	NPL Documents	ProductFeaturesguidetocallc enterautomationCRCInfoSys temspage95-1992.pdf	79710	no	1
Warnings:					
Information:					
18	NPL Documents	NPRIPowerguide.pdf	208219	no	1
Warnings:					
Information:		,			
19	NPL Documents	NPRIsPredictiveDialingPack age1993ComputerTelephony .pdf	518052	no	1

Warnings: Information: 22	Warnings:					
Warnings: Information: 21 NPL Documents VASTVoicelinkApplicationSo ftwareforTeleservicing.pdf 2980970 no ftwareforTeleservicing.pdf 2980970 no ftwareforTeleservicing.pdf 2980970 no ftwareforTeleservicing.pdf 2980970 no ftwareforTeleservicing.pdf 965369 no ftwareforTele	Information					
Information: 21	20	NPL Documents		178194	no	1
NPL Documents	Warnings:					
Warnings: Information: 22 NPL Documents GEOTELIntelligentCallRoute r.p.df 965369 no Warnings: Information: 23 NPL Documents ExaminersRefusalinJapanes eapp2000-34266.pdf 264951 no Warnings: Information: 24 NPL Documents ExaminersRefusalinJapanes eapp2000-34267.pdf 393782 no Warnings: Information: 25 NPL Documents BetterImplementationofiPinL argeNetworks.pdf 1311926 no Warnings: Information: 26 NPL Documents VoiceOverIPViaVirtualPrivat eNetworksAnOverview.pdf 1310974 no Warnings: Information: 27 NPL Documents eGainsCommerce2000PlatformSetsNewStandard.pdf 424378 no Warnings:	Information	:				
Information:	21	NPL Documents	VASTVoicelinkApplicationSo ftwareforTeleservicing.pdf	2980970	no	42
22	Warnings:					
Warnings: Information: Examiners Refusalin Japanes eapp2000-34266.pdf 264951 no	Information	:				
Information:	22	NPL Documents	GEOTELIntelligentCallRoute r.pdf	965369	no	6
23	Warnings:					
Warnings: Information:	Information					
Information:	23	NPL Documents	ExaminersRefusalinJapanes eapp2000-34266.pdf	264951	no	4
24 NPL Documents Examiners Refusalin Japanes eapp 2000-34267.pdf 393782 no Warnings: 25 NPL Documents Better Implementation of IPin Large Networks.pdf 1311926 no Warnings: 26 NPL Documents VoiceOver IPVia Virtual Privat eNetworks.An Overview.pdf 1310974 no Warnings: Information: 27 NPL Documents eGains Commerce 2000 Platform Sets New Standard.pdf 424378 no Warnings:	Warnings:					
Warnings: Information:	Information	:				
Information:	24	NPL Documents		393782	no	4
25 NPL Documents BetterImplementationofiPinL argeNetworks.pdf 1311926 no Warnings: Information: 26 NPL Documents VoiceOveriPViaVirtualPrivat eNetworksAnOverview.pdf 1310974 no Warnings: Information: 27 NPL Documents eGainsCommerce2000PlatformSetsNewStandard.pdf 424378 no Warnings:	Warnings:					
Warnings: Information: 26 NPL Documents VoiceOverIPViaVirtualPrivat eNetworksAnOverview.pdf 1310974 no Warnings: Information: 27 NPL Documents eGainsCommerce2000PlatformSetsNewStandard.pdf 424378 no Warnings:	Information	:				
Information:	25	NPL Documents	BetterImplementationofIPinL argeNetworks.pdf	1311926	no	14
26 NPL Documents VoiceOverIPViaVirtualPrivat eNetworksAnOverview.pdf 1310974 no Warnings: Information: 27 NPL Documents eGainsCommerce2000PlatformSetsNewStandard.pdf 424378 no Warnings:	Warnings:					
Warnings: 27 NPL Documents eNetworksAnOverview.pdf 1310974 no	Information	:				
Information: 27 NPL Documents eGainsCommerce2000Platfo rmSetsNewStandard.pdf 424378 no Warnings:	26	NPL Documents		1310974	no	9
27 NPL Documents eGainsCommerce2000Platfo rmSetsNewStandard.pdf 424378 no Warnings:	Warnings:					
27 NPL Documents rmSetsNewStandard.pdf 424378 no Warnings:	Information					
-	27	NPL Documents		424378	no	3
Information:						
	Information	:				
28 NPL Documents WhenTalkIsntCheap.pdf 98710 no	28	NPL Documents	WhenTalkIsntCheap.pdf	98710	no	1

Warnings:					
Information:					
29	NPL Documents	AvayaMultiVantageSoftware- AdaptingProvenCallProcessi ng.pdf	3427613	no	20
Warnings:					
Information:					
30	NPL Documents	CollaborativeMultimediaMidd lewareArchitecture.pdf	364825	no	3
Warnings:					
Information:					
31	NPL Documents	ResearchIssuesfortheNextG enerationSpoken.pdf	1110214	no	8
Warnings:					
Information:					
32	NPL Documents	AvayaBusinessAdvocateandi tsRelationshiptoMulti-SiteLoa dBalancingAppl.pdf	5531267	no	14
Warnings:					
Information:					
33	NPL Documents	ForeignAccentClassification UsingSourceGeneratorBase dProsodicFeatures.pdf	634223	no	4
Warnings:		<u> </u>		•	
Information:					
34	NPL Documents	LanguageldentificationUsing Phone-basedAcousticLikelih oods.pdf	650837	no	4
Warnings:					
Information:					
35	NPL Documents	LanguageAccentClassificatio ninAmericanEnglish.pdf	2796320	no	32
Warnings:					
Information:					
36	NPL Documents	ForeignAccentClassificationi nAmericanEnglish.pdf	16498652	no	218
Warnings:					
Information:					
37	NPL Documents	MITProjectOxygenOxygenPe rvasiveHumanCenteredCom puting.pdf	3411840	no	19

Warnings:					
Information:					
38	NPL Documents	TheMITOxygenProjectbyZue .pdf	920873	no	9
Warnings:		<u> </u>			
Information:					
39	NPL Documents	4366-106-CAExaminersRep ortdated02-16-06forCA2479 102.pdf	387904	no	4
Warnings:					
Information:					
40	NPL Documents	4366-106-EPExaminationRe portdated07-21-05forEP0425 5373.pdf	405919	no	5
Warnings:		'			
Information:					
41	NPL Documents	4366-106-EPFurtherExamin ationReportdated09-8-06forE P04255373.pdf	358183	no	4
Warnings:					
Information:					
		Total Files Size (in bytes):	78	078723	

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371 If a timely submission to enter the national stage of an international application is compliant with the conditions

of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/9903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.